

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PCR Results Web Posting

| | |
|--|--|
| Provider Organization | Total Care Services Inc. |
| Contact Person(s) | Rhonda Garvin |
| Phone Number | (301) 918-0070 ext 2 |
| Email Address(s) | rgarvin@totalcare1.com |
| Provider Services Reviewed | Supported Living, In-Home Supports, Respite Hourly, Respite Daily, Host Home, Supported Living Periodic, |
| Location(s) Reviewed | |
| # Individuals Reviewed by Service | Supported Living - 3 In-Home Supports - 14 Respite Hourly - 2 Respite Daily - 3 Host Home - 2 Supported Living Periodic - 1 |
| Annual PCR dates | 08/13/2012 - 08/16/2012 |
| F/U Review Date(s) | 11/01/2012 |
| Annual Report Date | 09/05/2012 |
| F/U Report Date | 11/20/2012 |
| | |

The overall results on initial review were:

| Service | Person Centered Domains Score | % | Organization Score | % | Rating | Satisfaction Score | % |
|---------|-------------------------------|---|--------------------|---|--------|--------------------|---|
| | # Yes/Total | | # Yes/Total | | | # Yes/Total | |

| | | | | | | | |
|---------------------------|---------|------|-------|-----|-------------------|---------|------|
| Supported Living | 130/145 | 90% | 38/44 | 86% | Needs Improvement | 25/25 | 100% |
| All Mandatory Indicators | 28/30 | 93% | 10/13 | 77% | | | |
| In-Home Supports | 436/484 | 90% | 38/44 | 86% | Needs Improvement | 134/140 | 96% |
| All Mandatory Indicators | 107/110 | 97% | 10/13 | 77% | | | |
| Respite Hourly | 63/69 | 91% | 38/44 | 86% | Needs Improvement | 20/20 | 100% |
| All Mandatory Indicators | 13/14 | 93% | 10/13 | 77% | | | |
| Respite Daily | 44/44 | 100% | 38/44 | 86% | Needs Improvement | / | 0% |
| All Mandatory Indicators | 7/7 | 100% | 10/13 | 77% | | | |
| Host Home | 86/89 | 97% | 38/44 | 86% | Needs Improvement | 20/20 | 100% |
| All Mandatory Indicators | 15/16 | 94% | 10/13 | 77% | | | |
| Supported Living Periodic | 54/57 | 95% | 38/44 | 86% | Needs Improvement | 10/10 | 100% |
| All Mandatory Indicators | 11/11 | 100% | 10/13 | 77% | | | |

The overall results on follow up review were:

| Service | Person Centered Domains Score | % | Organization Score | % | Rating | Satisfaction Score | % |
|--------------------------|--------------------------------------|----------|---------------------------|----------|---------------|---------------------------|----------|
| | # Yes/Total | | # Yes/Total | | | # Yes/Total | |
| Supported Living | 145/145 | 100% | 44/44 | 100% | Satisfactory | 25/25 | 100% |
| All Mandatory Indicators | 30/30 | 100% | 13/13 | 100% | | | |
| In-Home Supports | 478/484 | 99% | 44/44 | 100% | Satisfactory | 134/140 | 96% |
| All Mandatory Indicators | 110/110 | 100% | 13/13 | 100% | | | |
| Respite Hourly | 68/69 | 99% | 44/44 | 100% | Satisfactory | 20/20 | 100% |
| All Mandatory Indicators | 14/14 | 100% | 13/13 | 100% | | | |
| Respite Daily | 44/44 | 100% | 44/44 | 100% | Satisfactory | / | 0% |

| | | | | | | | |
|---------------------------|-------|------|-------|------|--------------|-------|------|
| All Mandatory Indicators | 7/7 | 100% | 13/13 | 100% | | | |
| Host Home | 89/89 | 100% | 44/44 | 100% | Satisfactory | 20/20 | 100% |
| All Mandatory Indicators | 16/16 | 100% | 13/13 | 100% | | | |
| Supported Living Periodic | 57/57 | 100% | 44/44 | 100% | Satisfactory | 10/10 | 100% |
| All Mandatory Indicators | 11/11 | 100% | 13/13 | 100% | | | |

Certification issued/dates/services

| Waiver Service | Certification Dates | Certification Type |
|---------------------------|----------------------------|---------------------------|
| Supported Living | 08/13/2012 - 08/13/2013 | Annual |
| In-Home Supports | 08/13/2012 - 08/13/2013 | Annual |
| Respite Hourly | 08/13/2012 - 08/13/2013 | Annual |
| Respite Daily | 08/13/2012 - 08/13/2013 | Annual |
| Host Home | 08/13/2012 - 08/13/2013 | Annual |
| Supported Living Periodic | 08/13/2012 - 08/13/2013 | Annual |